

282133

2019-74-E

Easterling, Deborah

From: kaila hawkins <ccs_hawkins@att.net>
Sent: Wednesday, February 20, 2019 4:56 PM
To: Easterling, Deborah
Subject: Re: Complaint filed with the Public Service Commission of South Carolina - Hawkins/Duke Energy Carolinas, LLC

-Deborah Easterling

Please use the complaint form that I sent you this morning and move forward with a formal complaint.

Thank you,
Charles Hawkins

Get [Outlook for iOS](#)

On Wed, Feb 20, 2019 at 12:39 PM -0500, "Easterling, Deborah" <Deborah.Easterling@psc.sc.gov> wrote:

Dear Mr. and Mrs. Hawkins

This is to acknowledge receipt of your correspondence filed with the Public Service Commission of South Carolina.

In March 2004 the General Assembly enacted legislation which created the Office of Regulatory Staff. As a result of that legislation, effective January of 2005 the Public Service Commission took on an exclusively quasi-judicial role. All resources for the investigation and resolution of consumer inquiries and complaints were assigned to the Office of Regulatory Staff.

In an attempt to informally resolve the complaint, I would have forwarded your letter to that Agency's Consumer Services Department for handling. Your complaint, however, is still under investigation at the Office of Regulatory Staff. Once the Office of Regulatory Staff has completed its investigation, if the attempt to resolve the complaint was unsuccessful, you may file a formal complaint with the Commission.

If attempts to resolve the complaint are unsuccessful and you wish to file a formal complaint with the Commission, the PSC Complaint Form can be found on the Commission's webpage at <http://www.psc.sc.gov/consumerinfo/Pages/FileAComplaint.aspx>.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Executive Assistant
803-896-5133

RECEIVED**FEB 20 2019****PSC SC
CLERK'S OFFICE**

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Fax: _____
W: _____

Text PSCAGEN

To receive an alert when Meeting Ag

Individual Complaint Form

Date*: 2/19/2019

Complainant or Legal Representative Information:

* Required Fields

Name * Charles Hawkins

Firm (if applicable) _____

Mailing Address * 28 Kavanagh Ct

City, State Zip * Greenville SC 29611

Phone * 864-626-1046

E-mail ccs_hawkins@att.net

Name of Utility Involved in Complaint: *

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Conn |
| <input type="checkbox"/> Disconnection of Service | <input checked="" type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension |
| <input checked="" type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) <u>Would not change wife to head of bill and she h</u> | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of
ORS Contact: _____

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if nece

Duke Energy gave us a list of agency that would assist our power bills. The hehelp program started that they would help but my wife (Travis Hawkins) would need to be at the of the bill. Duke energy refused.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Change my wife to the head of the bill so hehelp u assist us with energy payments

****I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT'S CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION IS SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.**

☐ Yes ☐ No

Complainant's Signature* (MUST BE SIGNED, D

STATE OF SOUTH CAROLINA)
COUNTY OF _____)

VERIFICATION

I, Charles Hawkins
Complainant's Name *

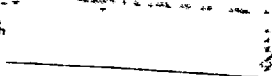
verify that I have read my complaint filed on 2/19/2019

Date *

Inter

Processed

Easterling, Deborah

From: kaila hawkins <ccs_hawkins@att.net>
Sent: Wednesday, February 20, 2019 10:11 AM
To: Easterling, Deborah
Subject: Re: Charles Hawkins-

Here is a copy of my daughters Death Certificate. I advised Duke Energy of her death and we had to get assistance from churches and family members to assist with the cost of her death.

STATE OF SOUTH CAROLINA
CERTIFICATION OF VITAL RECORD

DEATH CERTIFICATION

STATE FILE NUMBER: [REDACTED]

DECEDENT'S NAME: *TAMIJA ALISSIA HAWKINS*

AKA's: NA

ARMED FORCES: NO

DATE OF BIRTH: JULY 01, 1998

TYPE OF PLACE OF DEATH: HOSPITAL- EMERGENCY ROOM/OUTPATIENT

NAME AND ADDRESS OF PLACE OF DEATH: GHS GREENVILLE MEMORIAL HOSPITAL, GREENVILLE, SC 29605

PLACE OF DISPOSITION: RESTHAVEN MEMORIAL GARDENS

DISPOSITION LOCATION: PIEDMONT, SOUTH CAROLINA

METHOD OF DISPOSITION: BURIAL

DECEDENT'S RESIDENCE: 28 KAVANAGH COURT, GREENVILLE, GREENVILLE COUNTY, SC, 29611

PLACE OF BIRTH: SOUTH CAROLINA

SURVIVING SPOUSE'S NAME: NA

FATHER'S NAME: CHARLES L HAWKINS

MOTHER'S NAME PRIOR TO FIRST MARRIAGE: TRAVIUS A HAWKINS

INFORMANT'S NAME: CHARLES L HAWKINS

MAILING ADDRESS: 28 KAVANAGH COURT, GREENVILLE, SC, 29611

FUNERAL HOME: WATKINS, GARRETT & WOODS MORTUARY, INC., 1011 AUGUSTA STREET, GREENVILLE, SC, 29605-3998

FUNERAL DIRECTOR: FRED D. GARRETT JR.

EMBALMER'S NAME: HERBERT EDWARDS

ACTUAL OR PRESUMED DATE OF DEATH: OCTOBER 26, 2018

ACTUAL OR PRESUMED TIME OF DEATH: 2330

CAUSE OF DEATH - PART I

BLUNT FORCE TRAUMA OF CHEST

SEX: FEMALE

SOCIAL SECURITY NUMBER: [REDACTED]

AGE: 20 YEARS

COUNTY OF DEATH: GREENVILLE

MARITAL STATUS: NEVER MARRIED

RELATIONSHIP: FATHER

LICENSE NUMBER: 1962

LICENSE NUMBER: 2458

MANNER OF DEATH: ACCIDENT

OTHER SIGNIFICANT CONDITIONS - PART II:

NA

CORONER CONTACTED? YES

DATE OF INJURY: OCTOBER 26, 2018

PLACE OF INJURY: ROADWAY

LOCATION OF INJURY: 7000 WHITE HORSE ROAD, GREENVILLE, GREENVILLE COUNTY, SC, 29611

HOW THE INJURY OCCURRED?

MOTOR VEHICLE VS PEDESTRIAN

AUTOPSY PERFORMED? YES

TIME OF INJURY: 2245

AUTOPSY AVAILABLE? YES

INJURY AT WORK? NO

CERTIFIER NAME AND TITLE: DEPUTY CORONER JAMES A DONNELLY LICENSE NUMBER: NA

CERTIFIER'S ADDRESS: 1190 WEST FARIS ROAD, GREENVILLE, SC, 29605

DATE FILED: OCTOBER 29, 2018

DATE OF ISSUANCE: OCTOBER 30, 2018

SPECIAL INSTRUCTIONS:

NA

SC07220272

This is a true certification of the facts on file in the Division of Vital Records, SC Department of Health and Environmental Control.

David E. Wilson, Jr.
Acting Director

Angela P. Saleeby
Assistant State Registrar

This is watermarked paper. Do not accept without noting watermark. Hold to light to verify watermark.

Revision Date: 04/09/2018

ANY ALTERATION OR ERASURE VOIDS THIS CERTIFICATE

dhec

Easterling, Deborah

From: Wheat, Jo
Sent: Wednesday, February 20, 2019 12:02 PM
To: Easterling, Deborah
Subject: RE: Voice Message from 864-626-1046 on 2/20/19 9:14 AM for 8038965133

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Hey, Deborah. This is Charles Hawkins.

I have sent in a Complaint related to Duke Energy, or concerning Duke Energy, because we tried to get assistance from the LIHEAP program, and the LIHEAP program is asking for a request from Duke Energy and Duke Energy will not -- will not assist us on helping us. And we're -- you know, my daughter died, and, you know, we been struggling all 2018 with this energy bill.

So, if you could, please, once you get the Complaint, give me a call back at 864-626-1046. 864-626-1046. Thanks.

From: Easterling, Deborah
Sent: Wednesday, February 20, 2019 10:53 AM
To: Wheat, Jo <Jo.Wheat@psc.sc.gov>
Subject: FW: Voice Message from 864-626-1046 on 2/20/19 9:14 AM for 8038965133

Please transcribe - thanks

From: evm.test@spiritmessaging.com <evm.test@spiritmessaging.com>
Sent: Wednesday, February 20, 2019 9:16 AM
To: Easterling, Deborah <Deborah.Easterling@psc.sc.gov>
Subject: Voice Message from 864-626-1046 on 2/20/19 9:14 AM for 8038965133

Voice Message from 864-626-1046 on 2/20/19 9:14 AM

Attachment(s):

- Voice Message (42 sec)

[Delete this message from my Voice Mailbox](#)

[Delete this and older messages from my Voice Mailbox](#)

[View/Edit my EVM Settings](#)

Mailbox currently contains 1 New and 1 Old messages.